

Poor service from Verizon DSL.

4-5 requests for initial service starting 10/02. Each order was dropped (ie no follow through) requiring my wife or I to call verizon for information regarding our status. Our telephone time (mostly on hold) approaches 20 hours. Service finally started 2/11/03 with the help of a third party troubleshooting contracted by verizon.

Verizon lacked continuous follow through with our problem, did not tell truths about being able to contact us (claims of no outgoing lines to call us), did not seem to know what they were doing. We had no alternative to land based DSL service here.

Thank You.